

ROUNDUP

UI Health | 

Hospital & Clinics | October 2022

Now Open!
UI Health
Specialty Care
Building



Improving Health Outcomes and Patient Experiences

The Specialty Care Building is open!

Just a little over two years from ground-breaking, the newest clinical building on the UI Health campus opened to patients Sept. 26.

The Specialty Care Building (SCB) includes six floors of patient care space, with eight operating rooms and 24 pre-/post-surgery bays. It also includes 182 clinic rooms for [Gastroenterology](#) (GI), [Ophthalmology](#), [Otolaryngology](#), [Transplant](#), and [Urology](#) care, and a [pharmacy](#).

It is the new home to [Illinois Eye & Ear](#), previously located at the Eye & Infirmary (EEI) and is also the location of the new [Bruno and Sallie Pasquinelli Outpatient Surgery Center](#). The first outpatient surgery was performed Tuesday, Sept. 27, the day after opening.

The SCB is projected to serve 600 to 800 patients per day and perform 8,000+ surgeries and 8,000+ GI procedures annually. It also includes new technology and functionality for an improved patient experience, from check-in kiosks to valet parking and intuitive wayfinding.

Leadership from UI Health and UIC celebrated the opening with a ribbon-cutting event Sept. 14.



ABOVE: Dr. Pier Giulianiotti, director of the Robotic Surgery Program, visits with donors Bruno and Sallie Pasquinelli during the Specialty Care Building ribbon cutting event Oct. 14. BELOW: UI Health leaders and guests at the Specialty Care Building ribbon cutting.

“This building supports not just the medical health, but the economic health of our communities, and gives us a better platform to continue our service throughout the West and South Sides of Chicago,” said Mike Zenn, CEO of University of Illinois Hospital & Clinics. “The Specialty Care Building is a significant tool in our drive to address the inequities of access which are at the core of disparities in health outcomes.” ■





MIKE'S CORNER

The Specialty Care Building — How We Made It Happen

Sept. 26 was a landmark day at UI Health, as we opened the Specialty Care Building (SCB), the culmination of more than two years of planning, determination, and focus from our entire organization. My gratitude to each and every one of you for your contributions and sacrifice to make this achievement.

As we approached the opening on the Specialty Care Building (SCB), I often was asked how the building and business expansion was funded. There were three aspects to funding:

1. Donor Support

The first aspect to funding is the gracious gift from Bruno and Sallie Pasquinelli. The Pasquinellis are long-time supporters of the University of Illinois Hospital & Clinics and the College of Medicine. Their gift commitment of \$10 million provided the substantial support to make the surgical aspects of this building happen. More importantly, it was their commitment to this endeavor that set the stage for us to have the confidence to move the project forward. This donation and an additional gift from the Pantan Family, supporting the Ophthalmology Clinic, were the foundation of funding for the SCB.

2. Planned Investment

The second aspect of funding comes from the reserves the Hospital has set aside through its financial diligence. As you have the chance to see the building, the many technologies within have been funded by these carefully planned reserves. It is these

reserves that allow UI Health to advance technology in support of the many clinical needs of our patients.

3. Public-Private Partnership

In concert with university and campus resources, the Hospital leveraged a public-private partnership (P3) for 80% of this project. This third aspect of funding allowed for the Hospital and its partners — the College of Medicine and the College of Pharmacy — to pay for the building through a 30-year lease. This financing also brought with it construction management that was more efficient than traditional delivery methods, along with financing at competitive rates.

The collaborative design approach of a P3 — involving the developer, the architect, the contractor, and the user — yields a more satisfactory product for the stakeholders, at a guaranteed price, and by a guaranteed delivery date. On Aug. 13, 2020, we celebrated the groundbreaking for the construction of this building. Just 25 months later, on Sept. 26, 2022, we welcomed our first patients to the building.

A final comment on funding is to note that the SCB has been built with philanthropic funds, Hospital reserve funds, and commitment by the Hospital to a 30-year lease. No other funding has been received. We built this building. All of us at UI Health should be proud of this accomplishment.

Additionally, UI Health is forecast to exceed several Business Enterprise Program (BEP) Act goals to which we committed for the construction of the SCB. We matched our goal of 20% of Professional Services from BEP vendors, and 35% of construction vendors are BEP, exceeding our goal of 30%. Within this, our focus has been local — local enterprises, local workers. It is an important aspect to our supporting the economic health of our communities, which is a primary determinant of the overall health of those who live in our communities. ■

QUALITY & SAFETY TRANSFORMATION

An Update from the CEO and Executive Dean



Throughout the first half of the year, UI Health partnered with ECG Management Consultants to

assess our quality and safety performance. Through this assessment, ECG helped us identify ways to tactically improve our quality and safety ratings, in addition to improving our culture to support continuous improvement in these areas.

This has been an important year for the future of UI Health. We opened our new ambulatory building and outpatient surgery center, the Specialty Care Building (SCB), to great reviews in late September, marking the beginning of a new chapter in the history of UI Health. Part of this journey will be committing to doing things differently. In support of this commitment, we will be launching several initiatives this fall and winter to improve our culture of quality and safety.

1. We will establish several True North Task Forces focused on improving key measures tied to our publicly reported quality and safety performance. The list of Task Forces is below:

- CLABSI (Central Line-associated Bloodstream Infection)
- C. diff Infection
- Surgical-site Infections (colon, transabdominal hysterectomy)
- Retained Foreign Objects (RFOs)
- Postoperative Respiratory Failure
- Postoperative Blood Clots (deep vein thrombosis, pulmonary embolism)
- Postoperative Sepsis
- Patient Experience: Nurse Communication, Discharge Communication, and Transitions of Care

2. We are reorganizing how quality and safety are monitored by committees within our organization. A new Health System Quality Committee (HSQC) will be established in November. True North Task Forces will report progress directly to this oversight committee. Other key committees, such as the Safety Committee and the Infection Prevention & Control Committee, also will report progress and performance to the HSQC.

3. We will be launching safety rounds to assess and improve our Culture of Safety.

These will be referred to as WalkRounds. UI Health leaders will round in clinical areas and huddle with staff to discuss the environment of safety. The goal of these huddles is to identify and resolve safety issues and provide recognition and support for UI Health staff who are catching these issues before they affect other staff and patients.

4. We also will standardize the huddle boards across units and clinical departments

to improve consistency across the organization. This will ensure units and departments are discussing topics such as daily readiness, in addition to quality and safety performance, in a consistent way across the organization.

By committing to these efforts, we believe we will demonstrably change our approach to quality and safety across the organization. Please look forward to additional updates as these initiatives progress. ■

OPERATIONS

Use of Email for Confidential & Sensitive Information



While email has become an important part of our business, **email also has become the most targeted application by hackers.**

The convenience email provides comes with a huge risk when

email is used to communicate and store sensitive information, such as protected health information (PHI).

In efforts to secure confidential and sensitive information sent via e-mail, it is important to always remember the following:

- Avoid storing or transmitting confidential or sensitive information by email.

- Delete all confidential and sensitive information from the “Inbox” and “Deleted Items” folders as soon as possible.
- Do not use a shared mailbox to email out any confidential or sensitive information.
- Do not include confidential or sensitive information in the subject line.
- Business associated e-mails must be sent and received with the hospital e-mail system, not personal e-mail.

For more information, please visit the “Security Reminder” intranet tile.

Thanks for doing your part in keeping our community safe! ■

SAFETY/COVID

New Bivalent COVID-19 Booster

UI Health is offering the new COVID-19 bivalent booster to UI Health patients and Chicagoans who are eligible at our locations throughout Chicago.

How to Get the Booster

- **New and existing UI Health patients** can schedule an appointment to receive the new booster online at vaccine.uihealth.care.
- **UI Health patients** can also get their COVID-19 booster at the Eye and Ear Infirmary after their clinic appointment.
- **UI Health staff and physicians** can receive their booster in the University Health Service. Appointment required. Schedule an appointment in [Immuware](#).

Anyone ages 12 and older who completed their primary COVID vaccination or had a booster 2 months ago (or longer)



can get the new booster. If you have had a booster in the last 2 months, you are not eligible at this time to get the new booster.

More information about eligibility, which booster you may receive, and answers to Frequently Asked Questions can be found on the [CDC’s website](#). ■

OPERATIONS

Important Employee Compliance Deadlines

ETHICS TRAINING
Sept. 30 – Oct. 31

TITLE IX (PREVENTING HARASSMENT & DISCRIMINATION TRAINING):
March 1 – March 31

FLU VACCINATION
Sept. 20 – Nov. 30

BUDGET:
Jan. 1 – April 1

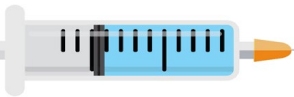
MANDATORY LMS TRAININGS:
Nov. 21, 2022 – Jan. 31, 2023

FY23 PERFORMANCE EVALUATIONS:
March 1 – July 31



Don't Forget to Get Your Flu Shot!

All staff must be vaccinated by 4 pm Nov. 30. In order to build your immunity to fight the flu, it is recommended that you receive your vaccine now. Raffle prizes are being drawn weekly for flu shots! Onsite and offsite vaccinations are included in the raffle and can win a prize. Visit the “Employee Vaccine Resources” intranet tile for dates, times, locations, FAQs, and additional resources. ■



Nov. 30

Don't Lose Coverage!

Medicaid members are encouraged to confirm their mailing address and contact information to avoid losing coverage. The Illinois Department of Healthcare and Family Services (HFS) will be mailing important Medicaid renewal materials. To receive these materials, Medicaid members need to have their current mailing address on file with HFS.

Medicaid members should update their addresses in one of the following ways:

1. Call the HFS hotline: 877.805.5312 or TTY 877.204.1012
Monday-Friday: 7:45 am – 4:30 pm
2. Complete the Change of Address form: <https://www2.illinois.gov/hfs/Medical-Clients/Pages/addresschange.aspx>

Medicaid pays for members’ healthcare services, like doctor visits and medicines. Keeping mailing addresses up to date can help members avoid surprises and continue to receive important updates about their insurance.

To learn more, visit the Illinois Department of Healthcare and Family Services [\(HFS\) website](#). ■



ENGAGEMENT

Wellness Tip of the Month: How to Better Decompress

What does wellness have to do with employee engagement?

Think about it like sports. Athletes must recover from strenuous work to increase their resilience and endurance. UI Health staff are healthcare athletes. We need to recover from the day-to-day stress to better serve our patients.

The Resilience Index of the Press Ganey Employee Engagement Survey has two parts:

- 1. Activation**
- 2. Decompression**

We know our staff are activated. You find your work meaningful and are connected to each patient.

Decompression is an equal part of resilience, and it's where we all have an opportunity to do better. How do you disconnect from work? Think of your decompression ritual: Where do you put your work badge when you leave the building? At what point in your commute home do you feel 'off the clock?' What kind of work-related thoughts pop into your head when you are at home? Can these thoughts be addressed the next day?



Suggestions for ways to decompress.

Decompression ideas for individuals:

- As you leave work, visualize leaving all concerns in a box that you can pick up tomorrow.
- Leave your work ID and other work items in a work bag that you can pick up the next day.
- Use your commute time to do something you enjoy – favorite podcast? New novel to read?
- Commit to one activity per week that is just for your enjoyment – long walk in the park, tennis class, trying a new recipe, etc.

Decompression ideas for leaders:

- Model prioritizing work/life balance for your team such as encouraging the use of PTO, not answering emails after work hours, or stepping away from your desk for a lunch break.
- Schedule meetings in 20 or 50 minute intervals; allow time for a small break.
- Check in 1:1 with your team to discuss ways to reprioritize to accommodate time for wellness.

If you would like additional support in decompression for yourself or your team, please reach out to the Employee Experience team at engageuih@uic.edu. You can also get some ideas from the wellness resources on the intranet. ■

ENGAGEMENT

Save the Date: Employee Fall Fest — Oct. 26

Join us for a day of fall fun with a pumpkin decorating contest, fall treats, and more! Visit the intranet for more information. ■



Rise to Shine Run & Walk: Sunday, Oct. 23

Join us in supporting our community through the Rise to Shine 10K/5K/1M race in the Illinois Medical District.

The Illinois Medical District loop course begins at the corner of Hastings and Wood:

7:30 am: 5K/10K Adaptive Participants

8 am: 5K/10K/1M General Participant

The race, hosted by The Chicago Lighthouse in partnership with the Chicago Central Lions Club, and sponsored by the Illinois Medical District, aims to

promote healthy lifestyles and inclusion in our community. This race is accessible, inclusive, and welcomes participants of all ages and levels.

To learn more or to register individually, create a team, or sign up as a volunteer, visit rise2shinerace.org or view the “Rise to Shine Run & Walk” intranet tile. ■



ANNOUNCEMENTS

Save the Date: Giving Tuesday — Nov. 29

The University of Illinois Hospital & Clinics is proud to be part of UIC’s Giving Tuesday campaign. This is an opportunity to show your support of the Hospital’s mission to provide world-class care and to promote health equity. Look for more information in the coming weeks. ■



RECOGNITION

Safety Star Winners

Safety Stars highlight the providers and staff who help ensure quality and safety in our care environments. [Nominate](#) someone for excellent safety practices today.

Tammy Lee — Physical Therapy



Tammy is regularly an employee that catches near misses and quickly brings it to the attention of the appropriate person. Tammy recognized multiple optimization opportunities for

the PT flowsheet. She brought up that the comments attached to the flowsheet rows are not “pulling through,” which requires the physical therapist to re-type every time, potentially leading to omissions or errors. Here is a shout out from an OT for Tammy from 8/28:

“Tammy and I did a co-treat in a patient that constantly complained of the temperature in his room being too hot. Tammy went above and beyond to call engineering who found out the AC was broken in the patient’s room and was only blowing hot air. Tammy prevented the patient from overheating and helped build rapport with the patient. Tammy also found out that another patient has a history of diabetes. He was not getting his sugar checked in the hospital because no one knew. Tammy was able to flag it to the MD and RN, so that he could have his diet updated and have regular sugar checks.”

When Tammy finds a potential safety event, she will first try to solve it herself. If it is unsolvable alone, she will engage with others to find a solution. She also reports safety events so they can be tracked and improved upon. She does this all with a positive attitude that allows others to engage freely and come up with the right solution. She leads by example in many ways to keep our staff and patients safe!

She is certainly a Safety Star!

Javier Sedillo — Pathology

Javier deserves this recognition because his scope regarding quality and safety reaches far and wide across the hospital, despite holding a position within the Pathology labs. For example, when specimens are received with incorrect identifiers, incorrect Epic orders, or incorrect information, Javier personally reaches out to the patient’s care team to correct the issue. In instances where errors are repeated, he has worked with collecting units to help address concerns. Our team knows when repeat errors occur because Javier collects robust data on specimen collection, and he is able to pinpoint areas that need assistance in collecting specimens correctly for their patients.



This assistance has been accomplished through in-person or virtual educational sessions with the OR, and in-person conversations with leaders in Derm and GI. He does this because this is what is best for the patient. Providing this kind of feedback and education to various units takes a lot of time and effort to coordinate and complete, but he meticulously follows up with each and every care team when a problem specimen requires escalation. In doing this, he has been able to drastically reduce specimen errors from collection areas across UI Health. Javier is deserving of this recognition because his focus is truly on safety and quality for our patients, which is why he takes the time to work across UI Health in addition to his duties to monitor safety and quality monitors within the Pathology labs. ■